

April 15, 2008

WRITER'S DIRECT NUMBER: (630) 355-3376  
EMAIL: MCHAKRABARTI@SBCGLOBAL.NET

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

RE: Invention: **SYSTEM AND METHOD FOR CALL CENTER DIALOG MANAGEMENT**

Inventor(s): Sheriff Yacoub

Serial No.: 10/699,264

Filed: October 30, 2003

Art Unit: 2614

Examiner: Phan, Joseph T.

Confirmation No.: 2032

Atty. Docket No. 200309365-1

MAIL STOP: Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RESPONSE TO OFFICE ACTION DATED JANUARY 15, 2008**

Dear Sir:

In response to the Office Action dated January 15, 2008, please amend the above-identified patent application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks** begin at page 9 of this paper.